



3625

In RE application of M. KAN et al
Serial No.: 09/800,568

Group Art Unit: 3625

Filed: March 8, 2001

Examiner: ROBERT M. POND

For: CUSTOMER SERVICE METHOD AND APPARATUS

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith is an Amendment in the above-identified application.

- ☐ Small entity status of this application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.
- ☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.
- ☐ No additional fee is required.

The fee has been calculated as shown below:

(COL. 1)		(COL. 2)		(COL. 3)	
	Claims Remaining After Amendment		Highest No. Previously Paid For		Present Extra
Total	* 28	Minus	** 28	=	0
Indep.	* 6	Minus	*** 6	=	0
<input type="checkbox"/> First Presentation of Multiple Dependent Claims					

SMALL ENTITY	
Rate	Additional Fee
x 9	\$
x 42	\$
+ 140	\$
Total	\$

OTHER THAN A SMALL ENTITY	
Rate	Additional Fee
x 18	\$ 0
x 84	\$ 0
+ 280	\$ 0
Total	\$ 0

- * If the entry in Col. 1 is less than the entry in Col. 2, write '0' in Col. 3.
- ** If the 'Highest Number Previously Paid For' IN THIS SPACE is less than 20, write '20' in this space.
- *** If the 'Highest Number Previously Paid For' IN THIS SPACE is less than 3, write '3' in this space.
- The 'Highest Number Previously Paid For' (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior Amendment or the number of claims originally filed.

- ☐ Please charge my Deposit Account No. 50-1417 in the amount of \$ _____.
- ☒ A check in the amount of \$ 1,020.00 is attached in payment of:
CREDIT CARD FORM FOR THREE-MONTH EXT OF TIME.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-1417.
- ☒ Any filing fees under 37 CFR 1.16 for the presentation of extra claims.
- ☒ Any patent application processing fees under 37 CFR 1.17.
- ☒ Any Extension of Time fees that are necessary, which are hereby requested if necessary.

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Date: April 6, 2005



H-970

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

M. KAN et al

Serial No. 09/800,568

Group Art Unit: 3625

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Examiner: Robert M. Pond

For: CUSTOMER SERVICE METHOD AND SYSTEM

TRANSMITTAL OF FORMAL DRAWINGS

Commissioner for Patents
Mail Stop PGPUB Drawings
P.O. Box 1450
Alexandria, VA 22313-1450

April 6, 2005

Sir:

Applicants submit herewith thirteen (13) sheets of formal drawings, Figs. 1-13. Please substitute the enclosed formal drawings for the originally filed Figs. 1-13 drawings.

Please charge any additional fees resulting from this action to Deposit Account No. 50-1417.

Respectfully submitted,

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In re Patent Application of

M. KAN et al.

Serial No.

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For: CUSTOMER SERVICE METHOD AND SYSTEM

Papers Filed Herewith:

1. Title Page; Description (29 pp.), 28 Claims, Abstract;
2. Declaration and Power of Attorney;
3. Check #2792 for \$1,094.00 (Filing Fee);
4. 13 sheets drawings (Figs. 1-13);
5. Information Disclosure Statement, PTO-1449 Form, in duplicate; and Copy of document cited;
6. Certified copy of JP 2000-067549;
7. List of Inventors' Names and Addresses;
8. Transmittal; and
9. Serial No. postcard.

Receipt is hereby acknowledged of the papers filed, as identified in connection with the above-identified patent application.

COMMISSIONER OF PATENTS AND TRADEMARKS

